



DFS Newsletter

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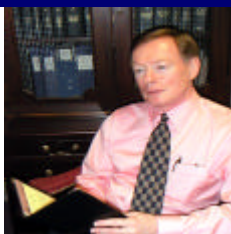
Special Interest Points:

- DFS Combined Campaign Contributions
- Martin Luther King, Jr.
- Career Banding
- Retirement System

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Happy New Year



Dear Colleagues,

As many of you already know Phyllis Thorne Daw, who has served as Chief Operating Officer of the Division for the past two plus years, will be retiring on February 1. Phyllis has served this agency in several roles always with distinction and integrity. She is an extremely able manager who is both effective and highly respected. However, it is an extra dimension that she possesses that makes her uniquely valuable – she is well liked by everyone who comes in contact with her and remains on everyone's list of favorite people. Her open, friendly manner endears her to every kind of person.

Phyllis will be missed by all of us at DFS for a long time to come. We have all been made better public servants from having worked with her and hopefully will remain better people for having known her. My own sense of loss will be especially acute because of my contact with her on a daily basis. I am sorry she is leaving, but wish her the very best as she leaves for the Atlanta area with her husband.

Bob



RUDOLPH "NICK" ROSE, JR. OFFICIALLY RETIRES

Mr. Nick Rose has retired after 37 years of public service with the N.C. Department of Health and Human Services on December 1, 2005.

After graduating from the University of North Carolina, Rose began his State government career in 1968 at the Juvenile Evaluation Center (JEC) in Swannanoa in a cooperative program with the N.C. Division of Vocational Rehabilitation. While at JEC, he helped implement a vocational counseling and training program, involving off-campus job placement for juvenile offenders, the first of its kind in North Carolina. During his 11 years at the JEC, he earned master's degrees in both Psychology and Public Administration, serving his practicum and internship at the West Virginia Rehabilitation Institute through the University of West Virginia.

From 1979 through 1981, Rose worked for the Buncombe County Department of Social Services as an adult home specialist. There he was involved with the regulation of adult care facilities. During this two-year period, he served as local President of the State Social Services Association and spearheaded the founding of the N.C.

Adult Foster Care Association, a statewide professional association for Adult Home Specialists.

In 1981, Rose joined the N.C. Division of Facility Services (DFS) as a State licensure consultant with the Group Care Licensure Section. As one of the first consultants to serve in this capacity for the State, he was responsible for the licensing and regulation of adult care homes and mental health group homes for the western and central portions of North Carolina. With DFS, he has served in various capacities, including Team Leader with the Medicare/Medicaid Certification Section, Area Manager of the Licensure Section, and Assistant Chief with the Adult Care Licensure Section, a position he held until his retirement. During those 24 years, he saw many changes in State government and with the long-term care industry he regulated. Growth went from mostly small, locally owned proprietary facilities to what are now corporate owned facilities and numerous national chains, totaling over 1,500 facilities and 30,000 beds statewide.

Rose has been a long-standing member of the National Association of Regulatory Administrators and last September was selected as the N.C. Division of Facility Services' Employee of the Year. Rose was honored at a reception held at Assembly Inn at Montreat Conference Center on November 30; many friends, county adult home specialists, staff, and family members were in attendance. Staff Consultant, Sheila Taylor, presented Rose with his State retirement certificate. Doug Barrick, Policy Coordinator with the Raleigh DFS Adult Care Section, presented Rose with the Order of the Long Leaf Pine award.

ACLS (West)

Ellen Walls

Ellen Walls first came to the Division of Facility Services on May 12, 1975. She is a graduate from Auburn University. During the past 30 years with the Section, she has worked in various positions, including licensure consultant, training coordinator and in the extended absence of the Section Chief, she assumed responsibility of this position. Over the past 10 years, she has served as the Assistant



Chief of the Adult Care Licensure Section's Raleigh office. Her contributions and service for the citizens in this state was recognized on September 26, 2005 when she received the Order of the Long Leaf Pine.

Ellen has shepherded the section through a tremendous number of changes during her thirty-year career here. Rule, programmatic and staff changes have been the rule rather than the exception since 2000. Ellen has demonstrated exceptional regulatory judgment and has been able to impart this to those she supervised by her example. Her quiet strength and ability to handle difficult people and situations sets a high standard of professionalism for us all. Each question or situation brought to her has always been reviewed thoughtfully, taking into consideration the residents impacted. Ellen served over sixty thousand hours of devoting her energies to ensuring that employees of the section were well equipped and well trained to do the important work of safeguarding the elderly and disabled residents of adult care homes.

Ellen's plans for the first few months after retirement include the planning of her daughter's wedding and finishing renovations of her home.

As shared by many who attended the retirement party given on December 8, 2005 honoring Ellen, she will be greatly missed. Ellen, we wish you only the best and applaud you for the devotion and service shown over these years.

BEST WISHES!!!!

ACLS (Raleigh)



DFS Combined Campaign Increases Its Contribution to Important Causes 13% Over Last Year

What an incredible experience to witness the kindness,

generosity, and selflessness of DFS employees this year! You raised **\$25,305** to help your fellow man, woman, child, and other important causes in this year's Combined Campaign. **That is an unprecedented 13% over last year's division contribution.**

Through the many natural disasters this summer and fall, our exposure to those who are less fortunate than us has been increased. Your contribution to the Combined Campaign will benefit these populations and show that, in addition to working for the citizens of North Carolina, DFS employees want to give tangible donations to the quality charities that benefit us all in the long run.

Please give special thanks to your section's coordinators for the Combined Campaign as none of these donations could have been raised without all of their hard work:

Doug Barrick--Adult Care Licensure (Raleigh)
 Patricia Bryant--DFS Management Office
 Joan Byrd--Data Management
 Laurel Callis--Mental Health Licensure (Raleigh)
 McKenzie Cook--Emergency Medical Services
 Mary Edwards--Certificate of Need
 Debbie Hockaday--Health Care Personnel Registry
 Ruth Jolaoso--Licensure and Certification (Raleigh)
 Jim Keene--Medical Facilities Planning
 Doris Kester--Personnel
 Gail Maloney--Licensure and Certification (Asheville)
 Lou Morton--Complaint Intake
 Elsie Roane--Mental Health Licensure (Asheville)
 Nick Rose--Adult Care Licensure (Asheville)
 Cathy Searles--Edgerton Building
 Gordon Washburn--Construction

Thanks again for your caring and compassion.

Written by:
 Nick Tise

DFS Wellness Committee's Update

"Eat Smart"

Many current diseases in North Carolina are preventable simply by eating smart and moving more. These healthy behaviors can enhance quality of life and reduce the economic burden on the individual. The foods we eat directly and indirectly affect our physical and mental well-being. It is the fuel that keeps our bodies going. It is essential that we make smart decisions to eat foods that are good for our bodies and promote health. The DFS Wellness Committee is working on getting healthy snacks in the vending machines as well as healthy programs for you to participate in. At the present time we have weekly Blood Pressure Checks each Monday at 10:00 – 11:30 a.m. in the Council Building, and weekly Pilates Classes each Friday (time varies from 12 Noon to 1:30 p.m. – view Conference Room 201 schedule to get the correct time). The Wellness Committee is also creating a comprehensive "Wellness Plan" based on the results of the Employee Interest Survey that was recently completed. If you have any wellness ideas and suggestions, please give them to your section wellness representative.

Don't forget that the new North Carolina Tobacco Use Quitline, became available November 2, 2005. This free comprehensive service is available at 1-800-QUIT-NOW and provides effective cessation support for all North Carolinians who want to quit using tobacco.



Please mark your calendar for the Wellness Fair at the Haywood Gym on January 18, 2006 11 a.m. 3:00 p.m.

More information will be provided at a later date.

Kelly Vick,
DFS Wellness Representative

DFS Wellness Information Update

For staff in Raleigh, perhaps one of the best things about being on the Dix campus is that it provides an excellent area for walking or running. Just ask anyone in DFS that walks on the campus during lunch or other times and I believe they will agree its a great place to walk or run.

As a part of the DFS Wellness Committee's efforts to assist employees be more active, we thought it would be a good idea to map out typical walking routes and distances on the campus. Therefore, attached are two maps of the Dix campus I put together recently, one with walking or running routes/distances and another with distances of many of the streets on the campus. To gauge how long it will take to walk a certain route, consider that most people can walk a mile in about 15 or 20 minutes at a brisk pace. Typically, people jog at paces of about 1 mile in 10 - 15 minutes and for runners, it's less than that. We will also be looking at doing similar maps in the future for the Black Mountain Office and other areas.

In addition, also attached is a chart that shows the amount of calories expended for various activities in 30 minutes for men and women. Of course, these are approximations and will vary according to body weight and level of intensity.

As always, it is advisable to check with your physician before beginning any type of exercise program but once you get going most people will agree that exercising 3 or more times/week makes one feel better and improves overall well being.

Good luck and happy walking/running!

Written by: Jeff Horton

Click on links for more information:

[Dix Map—Walking-Running Routes](#)

[Dix Map—Distances](#)

[Calories Expended During Certain Activities](#)

DFS Wellness Committee Members

Adult Care Licensure	=	Carol Burgess
Certificate of Need	=	Helen Alexander
Construction	=	Angela Langston
Emergency Medical Services	=	Nick Tise
Licensure and Certification	=	Jeff Horton

Health Care Personnel Registry	=	Brenda Sanders
Medical Facilities Planning	=	Kelli Fisk
Mental Health Licensure & Cert.	=	Dorothy Staton-Wilson
DFS Human Resources Office	=	Doris Kester
DFS Division Office	=	Kelly Vick

Just thinking.....



The recent hurricanes that hit and devastated our neighbors along the Gulf Coast remind me of the importance of helping others in such trying times. I remember well the results of hurricanes Fran and Floyd and Hugo before them.

Our home was damaged by hurricane Fran. But we were lucky compared to the residents of the gulf Coast. Our front porch was gone; we had trees on our deck and many other trees down in our yard. We were, however, able to live in our house. Everywhere in our neighborhood we saw the results of the storm – and we saw neighbors helping neighbors clear the debris from homes and yards. We were lucky, too, to have several friends from our Civitan organization travel to Raleigh to help us clear trees from our yard. As bad as we thought it was then, what happened to us was nowhere near what happened with Katrina and Rita.

When I stop to think about it, I can see that I have been blessed in many ways. And I believe that “giving back” by helping someone who has not had the opportunities and good fortune that I have had is one way that I can do something to make a difference.

Each person in our Division has been blessed with talents and skills that can help someone less fortunate. Each one of us has probably needed help in some way at some time – and probably there was someone there to help meet that need. There are many opportunities to make a difference in our communities and in the lives of people less fortunate than ourselves. I urge you to make a conscious effort to find a cause or an organization where you can get involved and help to make a difference. Find a group that works in an area of concern to you and get involved with that group. If you can't think of anything on your own, ask a co-worker who might already be involved. I'm sure someone can use your help.

Reggie Foster

Elaine Edwards and Diana Barbry named DFS Employees of the Year

On September 26, 2005, DFS held its Employee Appreciation luncheon for the Raleigh area staff. During the luncheon, two awards for DFS Employee of the Year were given out. Congratulations were in order for Elaine Edwards with the Licensure and Certification Section and Diana Barbry of the Adult Care Licensure Section for being chosen as Employees of the Year representing professional and support staff, respectively. Below are excerpts read by DFS Director Bob Fitzgerald as he presented the awards to Elaine and Diana.

Elaine Edwards



Elaine is a nursing home complaint surveyor in the Licensure and Certification Section's Raleigh Office and has been with DFS since November 2000. Elaine is everything an outstanding employee should be: she is dependable, works very hard and is known to her co-workers, supervisor and even the federal staff we work with in Atlanta as one who conducts thorough investigations with the expertise only a dedicated professional can provide. Elaine has conducted and been involved with a number of difficult situations as a surveyor and has been known to work in to the weekend to finish investigations and see that corrective plans of action are put into place in cases where nursing home residents' health and safety have been in jeopardy.

In addition to being an excellent surveyor, Elaine is someone who is always eager to learn more about the survey process and how to be a better investigator. She welcomes feedback from her peers and supervisors and uses tact when interacting and working with others and always presents and conducts herself professionally while out in the field and when in the office. Therefore, it is with great pleasure that I nominate Elaine Edwards for the DFS Employee of the Year.

Diana Barbry



Diana is a processing assistant for the Adult Care Licensure Section. Diana is most known for her involvement with the medication testing in Adult Care. She has been a part of this program since it was first implemented in June 2000. Almost every person in this Division is knowledgeable of this testing. There is no way to describe the daily tasks involved with the testing to those who are not directly involved with it.

The testing unit in the section is composed primarily of two people, Diana and the testing coordinator. The testing coordinator position has been vacant for at least 9 months over the past 3 years, meaning Diana is the primary person responsible for handling approximately 45 to 70 calls a day and processing paperwork involved with testing approximately 400 people each month.

Diana's ability to handle these calls and processing with a positive attitude is extraordinary. She is requested by callers and frequently complimented for her friendliness and customer relation skills by the public. She has also willingly taken on many other responsibilities with the testing and in the section and always has time for helping other co-workers. She has taken on the tasks of development of a website for the medication testing and accepted the responsibilities with the two other mandated tests for Adult Care, Administrator and Alternative Exams.

Her contributions for the success of the medication and other testing have not been recognized over the past 5 years. Diana was nominated as employee of the year based on her dedication and commitment to the section and Division.

ACLS (Raleigh)

Upcoming Events

Martin Luther King, Jr. Day of Observance

The Annual State Employees'
Martin Luther King, Jr.
Day of Observance
January 13, 2006
12 Noon
First Baptist Church
Corner of Salisbury and Edenton Streets

Please submit your announcements and/or upcoming events to
sandra.tatum@ncmail.net

Retirement System Workshop

(January 13, 2006 from 10:00 – 12:00 in
Conference Room 201, Council Building)

(In the event of inclement weather, workshop will be rescheduled.)

Limited seating: there are only a few slots left.

Identity Theft Workshop

(January 20, 2006 from 10:00 – 12:00 in
Conference Room 201, Council Building)

(In the event of inclement weather, workshop will be rescheduled.)

Gwen Ferrone with the State Employee's Credit Union will conduct the presentation with the following topics covered:

What is Identity Theft?

What is Phishing?

How would I know if I was a victim and how to reduce my chances of becoming a victim?

What to do if I became a victim of identity theft and/or a phishing scam.

HAPPY NEW YEAR FROM PERSONNEL!

Our "Second Annual Christmas Open House" was a successful one. We enjoyed the fellowship with every visitor and look forward to the next one!

With the onset of winter weather, please follow the adverse weather policy if you cannot get to work due to inclement weather conditions. We would like to remind you of the hazards of icy steps and parking lots on Dix Campus. If you have any type of work-related injury, call the Personnel office as soon as possible. Workers Compensation policy requires us to report injuries within 24 hours if possible. We report injuries on the job to our WC Administrator, Key Risk Management. Employees are required to go to one of the authorized WC providers. If your injury requires immediate attention, please go to the Emergency Room, then have someone notify Personnel.

With winter weather comes Interim Review time! All reviews should be complete by January 31, 2006, and are for your records. We do not keep copies of the interim reviews in Personnel.



New DFS employees since the last newsletter are listed below:

Adult Care

Cassandra Williams

Mental Health L&C

Adrian Gayle
Carliethia Rivers
Harold Williams

Personnel

Nikki Kessinger

Construction

Cynthia Jones

Complaint Intake Unit

Cynthia Vaughn-Mills
Bernetta Williams
Denice Davis

Licensure & Certification

Kathleen Dunn
Patricia Bridges
Brenda Warren

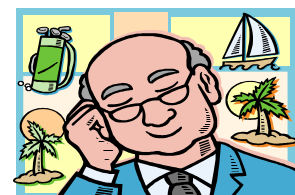
Certificate of Need

Lee Young



Retirees

Elaine Kellum
Nick Rose
Ellen Walls
Phyllis T. Daw



Personnel Cont.....

CAREER BANDING

DHHS will be phasing in Career Banding over the next 3 to 5 years. Banding is a new human resources system that affects the way we classify, hire, pay, promote, evaluate, and provide career development opportunities for our employees.

To reduce the number of job classes and titles in state government, similar jobs will be grouped together into broader job classes. The combined job classes will be grouped into larger pay ranges and may be assigned new titles. The Office of State Personnel (OSP) will phase banding into state government over the next 3 to 5 years.

We look forward to providing you with Career Banding information. Thank you, Mary

Why Change to Career Banding

The Office of State Personnel initiated this new Career Banding system throughout state government for a number of reasons:

- Current system is outdated and fewer job classes and titles in state government would be easier to manage.
- In Career Banding, pay is based on current market rates to help us retain qualified employees.
- Banding will give directors more flexibility to set pay rates for qualified employees.
- Career Banding creates more emphasis on career development.

Benefits of Career Banding

- Directors will have more flexibility than they do under the current system to grant pay increases for eligible employees (if budget money is available).
- Employees may be able to move up through the pay band by acquiring and demonstrating higher-level job-related competencies.
- DHHS will be able to attract and keep talented employees with more potential for career advancement.

What is a competency?

Competencies are the skills, knowledge, abilities, and key behaviors that you need to perform your job. DHHS Human Resources staff will be working with division and institution managers, supervisors, and representative groups of employees to define competencies for your job.

These competencies (listed on job descriptions and employee work plans) will be used to:

- * find qualified applicants to fill vacant positions,
- * rate performance,
- * assess eligibility for pay increases when you demonstrate higher competency levels, and
- * plan career development and training to help you increase your competencies.

The defined competencies will be grouped into 3 categories related to 3 pay ranges within a pay band:

- * Contributing (entry level)
- * Journey (experienced)
- * Advanced (expert)

We plan to use a performance management system under banding that should not differ very much from the current system of work plans and annual reviews. There may be some new forms, but the basic philosophy of making sure that employees understand what is expected of them, meeting periodically to assess their progress, and evaluating performance at least annually should remain the same.

Career Banding web site:

<http://www.dhhs.state.nc.us/humanresources/banding/>

Frequently Asked Questions:

<http://www.dhhs.state.nc.us/humanresources/banding/faq.html>






Career Banding Brochure:

<http://www.dhhs.state.nc.us/humanresources/banding/BandingBrochureMar11th2005.pdf>

Career Banding References:

<http://www.dhhs.state.nc.us/humanresources/banding/references.html>

Emergency Information

	Problem	Signal	Response
	FIRE	Continuous Ring of Alarm	Quickly close office windows & Doors Use nearest/most accessible exit - DO NOT TAKE THE ELEVATOR Evacuate the building immediately
	TORNADO	Intercom Announcement or 3 Short Rings	Exit office, closing doors Go to pre-determined area - DO NOT TAKE THE ELEVATOR <i>On Dix Campus (from the steam plant whistle):</i> 3 Four Second Blasts - indicates a Tornado Warning Tornado has been sighted in the area 6 One Second Blasts - indicates Tornado Watch Conditions are right for a tornado
	BOMB THREAT	Intercom Announcement or Continuous Ring Alarm	Evacuate the building immediately - Check your immediate area for anything suspicious - Take keys & purse Use nearest/most accessible exit - DO NOT TAKE THE ELEVATOR Leave doors open
	MEDICAL EMERGENCY		Call 911
	FIRE EXTINGUISHER INSTRUCTIONS		P - Pull the ring pin A - Aim the extinguisher at the base of the fire S - Squeeze the trigger handle S - Sweep from side to side

NOTE: Instructions are also on each fire extinguisher

2006 New Year Resolutions from Staff Members



1. My whole life, I have made exactly one new years resolution that I have actually kept. Several years ago, I resolved not to make any more New Years Resolutions! :-)
2. I resolve not to make any resolutions. :-)
3. I am resolving to once more keep a calendar of all birthdays, anniversaries and other special occasions for all my family and friends present and past and send a "hand written" card or note expressing my feelings for them.
4. My New Years Resolution is to take a cooking class and cook even better than Rachael Ray from 30 minute meals!
5. Hey as a t shirt that my mom gave me says, Ask the Good Lord to keep one hand on my shoulder and the other one over my mouth.



Recipes

Chocolate Éclair Cake

Ingredients

1 box graham crackers
2 packages French vanilla instant pudding mix
4 cups milk for pudding mix (preferably skim or low fat)
8 oz. container of whipped topping
8 oz. container of chocolate frosting

Cookware

9" x 13" cake pan
wire whisk, mixing bowl and liquid measuring cup (for mixing pudding)

Directions

Line cake pan with one layer of graham crackers
Mix both packages of pudding mix according to directions
Mix whipped topping into pudding immediately after pudding has been mixed. Pour ½ of pudding/whipped topping mix in to cake pan on top of graham crackers

Place a layer of graham crackers on top of pudding/whipped topping mix in cake pan. Pour remaining ½ of pudding/whipped topping mix in to cake pan on top of graham crackers. Place a layer of graham crackers on top of pudding/whipped topping mix.

Place 8 oz. container of chocolate frosting in microwave for about 30 seconds to soften it up. Pour and spread chocolate frosting evenly over last layer of graham crackers

Cover and place in refrigerator overnight before serving.

Cherry Crisp Cake

This recipe is for a 9 x 12 pan. (If you wish to make a smaller cake in an 8 x 8 pan, just cut the ingredients in half.)

Spray the pan with Pam or other non stick spray.

Pour in two cans of cherry pie filling and spread evenly over the bottom of the pan. Empty the contents of 1 box of yellow cake mix over the pie filling and spread evenly.

Melt 2 sticks of margarine and pour over the top. Try to make it even but it is okay to have some cake mix exposed.

Optional – Spread one cup of nuts on top.

Bake in oven for 50 minutes to one hour (depending on your oven) at 350 degrees.

You can vary this recipe by adding one can of crushed pineapple (drained) into the cherry pie filling mixture.

Chocolate-Covered Cherry Cake

1 box fudge cake mix	1 c. sugar
1 – 20 oz. can Cherry pie filling	5 T. butter
2 eggs, beaten	1/3 c. milk
1 tsp. almond extract	1 c. chocolate chips

Combine cake mix, pie filling, eggs and almond extract together. Bake in a greased and floured 9 x 13 pan at 350 degrees for 25 – 30 minutes.

Combine sugar, butter and milk in saucepan. Boil for one minute, stirring constantly. Remove from heat and stir in chocolate chips. Stir until melted. Cool slightly. Pour over cake. Frosting will harden to fudge-like texture.

DFS Newsletter Committee

Sandra Tatum
Reggie Foster, Construction
Wendy Williams, Adult Care
Doris Kester, Personnel
Kelli Fisk, Medical Facility Planning
Jeff Horton, Licensure & Certification

Lou Morton, Complaint Intake Unit
Joan Byrd, Data Management
Jessica Trembly, Office of EMS
Rebecca Barefoot, Data Management
Rebecca Buck, HCPI Section